

CODE OF CONDUCT

1.0 INTRODUCTION

The effective operation of Niagara Support Services (the Agency) requires that each employee adhere to all Agency policies and procedures and maintain a high standard of conduct and self-discipline in keeping with the responsibilities each carries for the safety, welfare and treatment of all individuals supported (clients) in Agency programs.

We are proud of, and accept responsibility for our professional standing in the community. Therefore, we require that all employees act in a professional and responsible manner at all times while representing the Agency.

The purpose of this Code of Conduct is not to restrict employee rights, but rather to ensure that all employees understand the standards of conduct that are expected of them, and recognize that misconduct is prohibited. When each employee is aware that she/he can fully depend upon fellow employees to follow this Code of Conduct, then the Agency will be a better place to work for everyone.

We further commit to maintaining a work environment that is free of illegal drugs, alcohol, firearms, explosives and/or other prohibited material.

2.0 SCOPE

The Code of Conduct applies to every person who works for the Agency.

The Code of Conduct applies to any place where activities related to the business of the Agency are conducted.

3.0 ROLES AND RESPONSIBILITIES

3.1 Employees of the Agency are expected to:

- .1 Act as agents of the Agency, who are ultimately responsible to the Board of Directors through the Chief Executive Officer;
- .2 Further the vision, mission and values of the Agency;
- .3 Comply with all Agency policies, procedures, and legislation while engaging in Agency business;
- .4 Treat clients, colleagues and community partners with respect;
- .5 Work cooperatively with colleagues, showing regard for expertise;
- .6 Maintain regular attendance and fitness for duty, including adhering to the work schedule;
- .7 Conduct themselves in a manner that will bring credit to themselves, their program and the Agency;

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- .8 Carry out job duties honestly, conscientiously and loyally, in keeping with the Agency's Code of Ethics and Operational Philosophy;
- .9 Maintain the confidentiality of the Agency's confidential information and the personal information of the Agency's clients, in accordance with Human Resources and Operating policies on confidentiality.
- .10 Be accountable for the use of Agency and client funds, equipment and resources;
- .11 Use information obtained on the job for the intended purposes, and not for their own interest or the interest of others;
- .12 Respect the property owned by the Agency, individuals supported, visitors, contractors and suppliers;
- .13 Refrain from bringing prohibited substances, intoxicating drugs or alcohol into the workplace, or being intoxicated while at work.

4.0 PRINCIPLES

- 4.1 The Code of Conduct serves as a guide to promote ethical and lawful conduct and to provide practical guidelines for employees. At the same time, the Code of Conduct simply cannot address all circumstances that may arise in our workplace. When unsure about how the Code of Conduct is to be interpreted or applied, employees are encouraged to consult with their direct supervisor, manager, or Human Resources.
- 4.2 Any violations of the Code of Conduct will not be tolerated and may be grounds for disciplinary action up to and including termination.

Some examples of behaviour that violate the Code of Conduct are set out below:

- .1 Any conduct which could injure or adversely affect any of our clients or any of the Agency's operations;
- .2 Repeated unexcused absences or instances of lateness;
- .3 Unauthorized use or disclosure of confidential information;
- .4 Willfully restricting work output or encouraging others to do the same;
- .5 Failure or refusal to follow instructions from a supervisor or manager;
- .6 Violation of any of the Agency's policies, procedures or legislation while engaging in Agency business;
- .7 Soliciting or accepting any monetary compensation or other perks from third parties, including clients, vendors and suppliers, without approval from management;
- .8 Falsification or misuse of any Agency records including time records, client finance records, and employment applications;

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- .9 Using an Agency vehicle for personal use without prior approval from management;
- .10 Allowing anyone other than a client, employee or volunteer of the Agency to use or be transported in an Agency vehicle;
- .11 Entertaining family or friends at the workplace or taking a guest on a tour of the workplace without prior approval from management;
- .12 Entering any Agency program when not on shift, excluding the Administration Office, without prior approval from management.

5.0 GIFTS AND FAVOURS

- 5.1 Gifts, services, special considerations or favours of any kind made to an employee with a value of \$25 or less may be accepted provided that such acceptance does not influence, or appear to influence job performance.
- 5.2 If an employee is unclear as to whether accepting a gift is contrary to the Code of Conduct he or she is required to consult with Human Resources.

6.0 CONFLICT OF INTEREST

- 6.1 Employees are entrusted to use their position of trust and confidence to further the interests of the Agency and its clients, and must protect themselves against real or perceived conflicts of interest, in accordance with the Human Resources policy on Conflict of Interest.
- 6.2 This can best be achieved by ensuring that conflicts of interest are avoided. Conflicts of interest arise when an employee's outside activities conflict or raise question with his/her duties and responsibilities to the Agency. Conflicts of interest may also include activities that may be perceived by others to adversely affect the reputation of the Agency.
- 6.3 All employees are encouraged to examine their personal dealings with suppliers and contractors to ensure there are no real or perceived conflicts of interest, and to report any potential conflicts or concerns to their supervisor, in writing.

7.0 OUTSIDE EMPLOYMENT

Employees may take additional outside employment provided it does not interfere with the employee's employment duties to the Agency, or result in a real or perceived conflict of interest, as determined by management.

8.0 CONTACT WITH MEDIA

Under no circumstances shall an employee of the Agency initiate or maintain communication, either verbally or non-verbally, with a member of the media regarding any aspect of the Agency's business.



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This communication includes, but is not limited to, text messages, emails, photographs, phone conversations, video clips, audio clips, radio interviews, in-person interviews, or general requests for information.

All media inquiries are to be directed to the Chief Executive Officer in accordance with the Agency's HR policy, Contact with Media.

9.0 CIVIC AND POLITICAL ACTIVITIES

Employees are encouraged to participate in civic and political activities during their free time. These activities must not interfere with work performance, disrupt normal work activity, or involve real or apparent conflicts of interest. Employees who participate do so as individuals, not as representatives of the Agency.

10.0 REFERENCES

Human Resources Policies and Operating Policy & Procedure Manual

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Chief Executive Officer

The Code of Conduct was approved by the Niagara Support Services Board of Directors, March 2016.